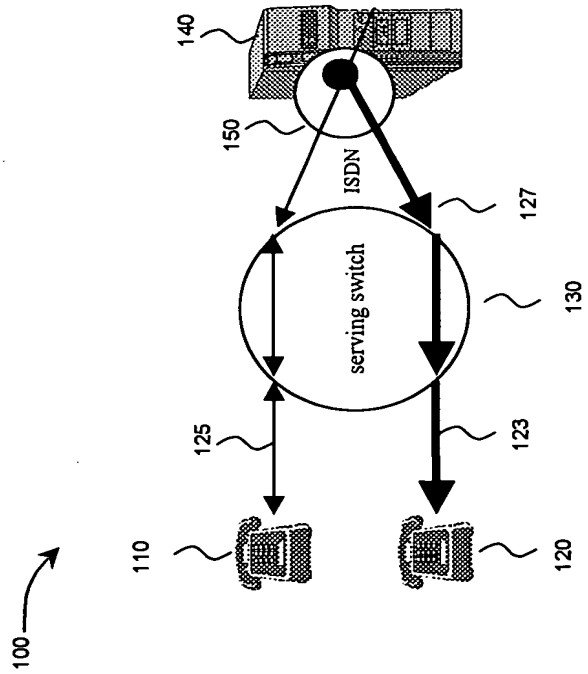

FIG. 1

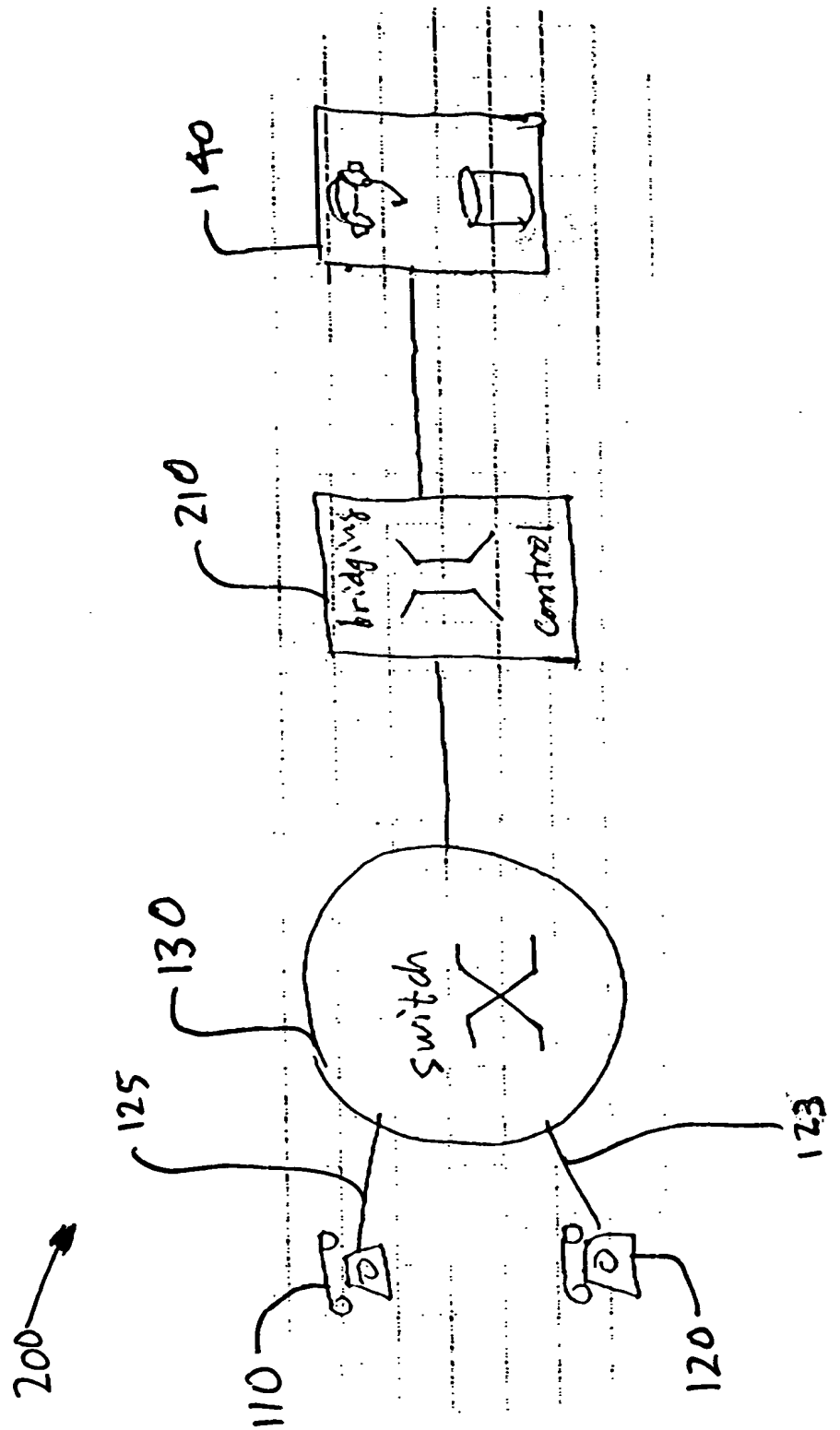

FIG. 2

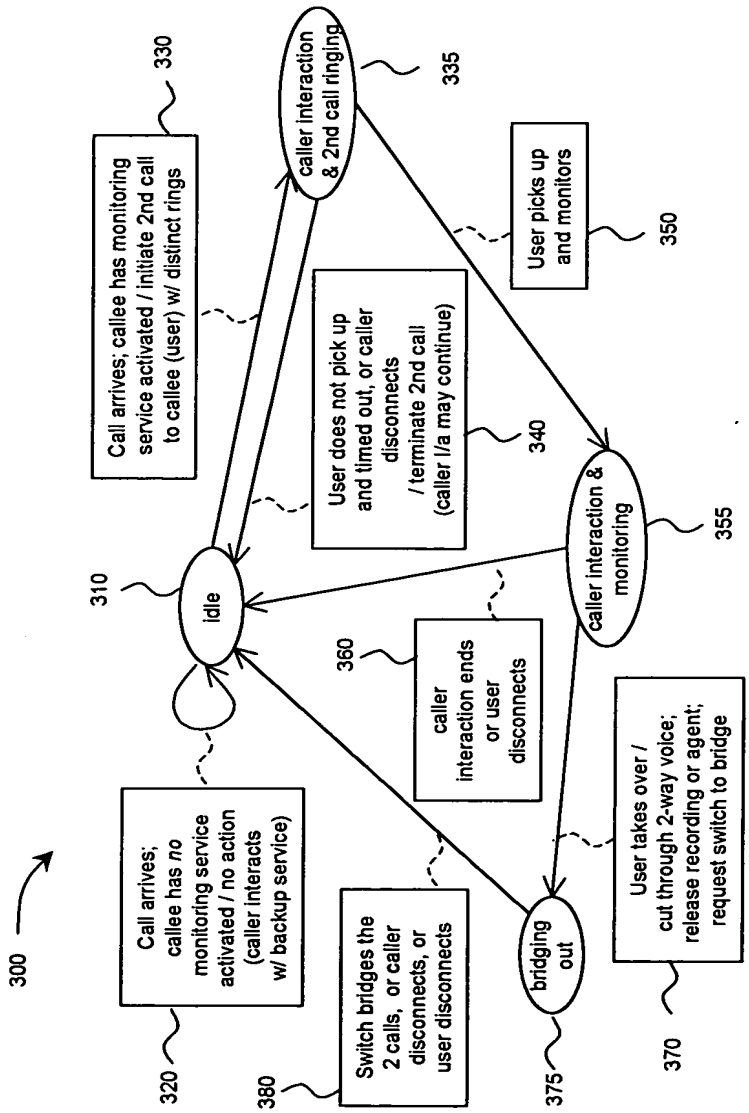
300
Idle
310
Call arrives; callee has monitoring service activated / initiate 2nd call to callee (user) w/ distinct rings
330
caller interaction & 2nd call ringing
335
User picks up and monitors
350
User does not pick up and timed out, or caller disconnects / terminate 2nd call (caller l/a may continue)
340
caller interaction & monitoring
355
caller interaction ends or user disconnects
360
Call arrives; callee has no monitoring service activated / no action (caller interacts w/ backup service)
320
Switch bridges the 2 calls, or caller disconnects, or user disconnects
380
bridging out
375
User takes over / cut through 2-way voice; release recording or agent; request switch to bridge
370

Figure 3